

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Child Care Resource and Referral Specialist

Basic Function:

Under general supervision, the Child Care Resource and Referral Specialist is responsible for fostering and maintaining relationships with families, providers and partners to ensure positive program outcomes for the Resource and Referral Department; provides, facilitates, and/or coordinates trainings, workshops and technical assistance to families and child care providers. Assists the Supervisor - Child Care Resource and Referral in creating and maintaining effective and efficient systems to support the delivery of “front door” early childhood services. Provides information and guidance to child care providers, families and the community, including information regarding child care services, guidance on choosing quality child care programs, and/or referring individuals and families to appropriate social service agencies in compliance with the Resource and Referral policies and procedures and as required through funding entities.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Provides telephone counseling to parents related to child development needs and guidance for selecting quality child care; provides information packets and contact information as needed.

Assists with the implementation of services and special projects for child care referral services; performs duties in accordance with specific contractual obligations and department standards.

Provides referral information to families for licensed child care programs.

Prepares and maintains a variety of reports, records and files related to assigned activities, including maintaining computerized provider child care records.

Acts as a resource hub to providers, parents and community; communicates and disseminates information and resources on relevant child care and child care development issues as needed.

Keeps abreast of legislative issues and regulatory changes affecting child care providers.

Attends a variety of workshops, trainings, and community meetings; may be required to work weekends and evening as needed.

Participates in planning meetings and assists department management team with special projects or functions including provider trainings and workshops, and special mailings.

Coordinates trainings, workshops, and technical assistance for families and child care providers; presents information at workshops, meetings and trainings to community groups or organizations as needed.

Collaborates with other department staff and outside agencies to coordinate services to parents and providers.

Operates a computer and assigned software programs; operates other office equipment as necessary.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Resource and Referral policies, procedures, regulations and performance standards.

Applicable mandated timelines.

State and federal regulations on community action and social services programs.

Oral and written communication skills.

Proper English including grammar, punctuation, spelling and sentence structure.

Interpersonal skills using tact, patience and courtesy.

Cultural sensitivity and competency in all interactions with families, partners and colleagues.

Operation of a computer and assigned software.

ABILITY TO:

Establish and maintain community relationships that serve as referral sources for families and providers.

Recruit and maintain cooperative working relationships with family child care providers.

Provide resources and support to family child care providers and partners contracted by the Resource and Referral Department.

Work within an interdisciplinary team as a cooperative and supportive team member.

Interpret and analyze laws, codes and regulations as they relate to this position.

Maintain professionalism and confidentiality in the course of work.

Provide support to families regarding information and resources to facilitate family needs.

Establish, prepare and maintain reports and effective record-keeping systems.

Maintain current and accurate records.

Complete required documentation to ensure program compliance with federal and state mandates.

Coordinate and conduct parent meetings and trainings.

Work independently with minimal direction.

Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school and supplemented by college-level course work in Early Childhood Education, or related field, and three years related experience involving community services, social services, or health services work. Experience serving families with infants, toddlers, or preschoolers and completion of college coursework in infant/toddler education is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

MAY REQUIRE:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the Santa Clara County Office of Education.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Indoor and outdoor environment.

Must be able to drive personal vehicle to home visits, group sessions, and meetings.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: July 15, 2020

Revised: 8/12/20



Marisa Perry
Interim Director – HR / Classified Personnel Services

Date: 07/15/2020